

When and how we collect it	What we usually collect	Why we collect it	How long we will normally hold it for
Information you submit through the Application Process	<p>Your name, address, email address and phone number, date of birth, relevant personal information to establish if you or anyone in your household is a vulnerable person. Meter Registration Number, and a meter reading(s).</p> <p>We may ask you for evidence of your identity or proof of residency.</p>	<p>To administer your account with us and to provide you with the Services.</p> <p>To verify your identity. To comply with our regulatory obligations under the terms of our licence.</p>	<p>While your account is active and for 6 years after your account has been closed.</p> <p>We keep information for longer where necessary in connection with our right to establish, commence or defend any legal actions.</p> <p>If you do not give us the information we may ask for, we may not be able to provide some or all of our Services.</p>
Collecting Meter Readings	<p>Data from the Smart Meter which automatically gathers and transmits meter readings and usage data on a half-hourly basis.</p> <p>We collect the data based on the frequency of meter data collection you have chosen.</p>	<p>To administer your account with us and manage the billing/ payment process.</p> <p>We may use non-personal meter data (e.g. usage) to plan our Services and manage the availability of supply.</p>	<p>While your account is active and for 6 years after your account has been closed.</p>
When you complete a form on our website or contact us by phone or email	Your name, address of supply and an appropriate contact point.	To deal with your enquiry, administer your account and support the provision of our Services.	<p>While your account is active and for 6 years after your account has been closed.</p> <p>We keep information for longer where we need to in connection with our rights to establish, commence or defend any legal actions.</p> <p>If you do not give us the information we ask for, we may not be able to deal with your enquiry.</p>
Where you chose to pay by direct debit	Your bank account information.	To process your direct debit payments and allocate payments to your account.	While your account is active and you continue to pay by direct debit, and for 6 years after your account has been closed
If you use any of our other prepayment or top up online payment facilities	Payment details, bank or payment card details, registration details as needed.	To process the payment and correctly allocate funds to your prepayment account.	While your account is active and you continue to top up by your chosen method, and for 6 years after your account has been closed.
Meter Registration Numbers (MPAN or MPRN)	We will collect the MRN, location data and other technical data relating to the specific Smart Meter.	We link this information to your account to manage the supply of Services to you.	While the Smart Meter is installed. This will be linked to your account whilst we retain account data.
Sensitive personal information about Vulnerable Users	Appropriate detail on the vulnerability you have told us about.	To enable us to supply any additional services needed or to which you are entitled due to the vulnerability.	While your account is active and for 6 years after your account has been closed.

Privacy Information Notice

Utilita is committed to the operation of fair processes in relation to the collection and use of personal information. This Privacy Information Notice explains how we will collect and use your personal information and is in addition to our terms and conditions of supply, which can be found at www.utilita.co.uk/terms-and-conditions

Utilita Energy Limited is the controller in respect of personal information used in connection with the supply of Services. If you have any questions or concerns in relation to this Privacy Information Notice you can contact our Data Protection Officer at DPO@utilita.co.uk or write to us at Utilita Energy, Hutwood Court, Bournemouth Road, Chandlers Ford, Eastleigh SO53 3QB.

We may process personal information about you whether or not you are an existing customer or we supply you under a Deemed Contract as a domestic customer. For more information about Deemed Contracts, visit www.utilita.co.uk/deemed-contracts

1 WHAT INFORMATION WE MAY COLLECT AND HOW WE USE IT

1.1 We collect information about you from a number of different sources including from you directly and from third parties.

- 1.1.1 We will ask for personal information as part of our Application, or when you register online to make a payment;
- 1.1.2 We will collect information from your Smart Meter;
- 1.1.3 We may collect information from your previous supplier as part of the switching process;
- 1.1.4 We may collect information from third parties including credit reference agencies, or debt chasing agencies, the owner of the property (or their representatives) and the local authority to confirm your identity or chase up payments on the account;

1.2 We use this information to identify you, to provide the Services set out in our terms and conditions, to administer your account with us, to resolve issues with your account and your supply, to monitor and review our services with a view to making improvements and as required to comply with our licence.

1.3 We may collect and process information about your health or personal circumstances, and those of others living in the household to assist us to identify individuals who require additional protection as a vulnerable customer.

1.4 We may share your information with:

- 1.4.1 our third party subcontractors to provide our service to you;
- 1.4.2 your previous supplier or a new supplier on switching supply;
- 1.4.3 third parties to trace your identity or location and chase any debts on the account;
- 1.4.4 third party agencies to manage any support or welfare concerns that we may have (including gas or electricity network operators, Citizens Advice Bureau, local councils and health agencies);
- 1.4.5 a third party you nominate to represent you (where you have told us that a third party is dealing on your behalf);
- 1.4.6 relevant industry partners, including the Theft Risk Assessment Services (to support detection and prevention of fraud and energy theft) or government departments and agencies to comply with regulation and relevant schemes including Green Deal and Eco.

2 KEEPING IN TOUCH WITH YOU

2.1 We may use your contact details to send you information by letter, email, text message or phone about your account. We may also contact you with optional account information including reminders to pay ahead of any dates that payment is due, if you would like to change the method for receiving the optional account information or you would like to add or remove this service please contact our Customer Services Team. We will contact you by electronic means unless you have told us this is not suitable for your needs.

2.2 We may use your information to let you know about other relevant Services that we have agreed should be made available to you but only in accordance with the terms of this Privacy Information Notice and we will only contact you with information about our services where you have agreed to receive such information from us.

2.3 If you do not want us to use your data in this way please tick the box on the form in which we collect your data. If you change your mind about being contacted for marketing purposes please tell our Customer Services Team.

3 HOW WE LOOK AFTER YOUR PERSONAL INFORMATION

3.1 Information we hold about you is stored on secure servers that are protected from external access using best practice in information technology. Staff access our systems by individual password protected schemes, which limit access to your data to those who need to use it to provide our Services.

3.2 Any payment transactions that we process will be encrypted using COMODO SSL certification technology. We will not transfer your personal data outside of the EEA, except to a country offering the same level of protection for your personal data.

4 YOUR RIGHTS

4.1 Under Data Protection law you have rights to protect and look after your personal data.

4.2 You have the right to ask us for your personal information that we hold and process about you. This is known as a subject access request.

4.3 You can prevent the use of your personal information for marketing purposes. You can set your marketing preferences by ticking the boxes on data collection forms. If you change your mind, please tell our Customer Services Team. Even if you refuse marketing, we will still contact you to discuss your account or tell you about changes to our terms and conditions.

4.4 After 25 May 2018 you can also ask:

- 4.4.1 that any inaccurate information we hold about you is corrected;
- 4.4.2 that we delete information about you in certain situations;
- 4.4.3 that we stop using your personal information for certain purposes;
- 4.4.4 that we don't make decisions about you by completely automated means;
- 4.4.5 that personal data you have given us be provided to you in a common machine readable format, or sent to a third party where this is technically feasible;

4.5 The rights set out above may apply in limited circumstances, and we may not always be able to comply with your request to exercise these rights. We will try to respond to a request to exercise your rights within 1 month.

4.6 If you are unhappy with the way we handle your personal information, please contact our Data Protection Officer at DPO@utilita.co.uk. We will try to address your concerns, you can also complain to the Information Commissioner who is the relevant regulatory body.

5 CHANGES TO THE PRIVACY INFORMATION NOTICE

5.1 Any changes that we may make to our Privacy Information Notice will be posted online or included in communications to you from time to time.

The table on the back page provides a useful summary of how Utilita collects and shares your personal information.